



National Finance Center Customer Notification

Date of Notification: October 12, 2011

Subject: ABCO Implementation of Remedy to Track Inquiries

Database/Customer(s) Affected: All

Dear Customer:

This notification is intended to provide information regarding the Administrative Billings and Collections (ABCO) implementation of the BMC Remedy System. BMC Remedy Service Desk is an ITIL-based application that supports effective tracking and resolution of incidents. All calls and correspondence received by the ABCO/Claims Units will be logged into the Remedy system for assignment to a customer service agent. Using BMC Remedy will position NFC to deliver more effective and efficient management, tracking, and status reporting of customer inquiries.

As part of this effort, these help desks will build and use employee profiles to ensure consistent identification of customers who contact us. When they contact one of these help desks, customers will be asked the following:

- First and Last Names
- Department
- Agency/Bureau
- Government telephone number
- Government e-mail address and
- Personnel Office Identifier, in some cases.

Effective with the migration to BMC Remedy Version 7.1 on October 3, 2011, the Remedy mailbox (remedy.mail@usda.gov) automatically sends an e-mail to all customers who have provided us with a valid email address, when

- the incident is established in Remedy and
- the incident is resolved (canceled or closed).

“Tip of the Week”

Agencies should remind their employees that Pay Period 25 of 2011, will be the final pay period for TSP contributions and TSP Catch-up contributions to count as 2011 contributions for tax purposes.

In the near future, Remedy will also send an e-mail notification to all customers who have provided us with a valid email address, three days after the ticket is resolved with a link to a survey so that the contact can rate the quality of help desk service. Survey responses will be reviewed by the manager of the service desk or his/her delegate.

All e-mail notifications go to the e-mail address on the Remedy ticket. In most cases, the notification is sent to the e-mail address for the caller or e-mail contact.

The e-mail notification when the ticket is established confirms the tracking reference number assigned to the incident that will follow the incident until it is resolved. The notification when the incident is resolved lets the caller know that the Service Desk believes they have resolved the incident. This allows the caller to contact that service desk if he/she is not satisfied with the resolution. The survey e-mail will allow the customer to rate the quality of his/her Service Desk experience.

If the caller needs to follow up on the e-mail notification, he/she should not contact the Remedy mailbox because it is an automated mailbox that only sends out notices.

Using the tracking reference number in the e-mail notification, the caller should follow up with the applicable Remedy Support Service Desk he/she initially contacted utilizing the corresponding option as shown below:

ABCO

Via email to the appropriate Department address:

Homeland Security: ABCO1HS@nfc.usda.gov

Treasury: ABCO2TR@nfc.usda.gov

Agriculture: ABCO3AG@nfc.usda.gov

All Other Agencies: ABCO4OTHERS@nfc.usda.gov

Or call our toll free number 1-800-255-5295 or our local number 504-255-5344

CLAIMS

Via email to: CLAIMS@nfc.usda.gov

Or call our toll free number 1-800-428-8515

If you have any questions about this notification, please contact the appropriate Service Desk directly at the number or email address listed above.

DRA/M5-11-112/130

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